

Job Description

Job title	Sports Centre Sports Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Sport, Leisure, Tourism and Heritage
Range	MPR 2
Reports to	Senior Sports Officer

Main purpose of the job:

To be part of the team that successfully operates Medway Council sports centres..

To provide excellent customer service.

To have experience delivering a range of sporting and fitness activities to include fitness classes, gym inductions, fitness programmes and swimming lessons.

To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always.

Undertake lifeguard duties, ensuring all swimming pools operate safely.

Deputise for the senior sports officer when required

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To have at least 6 months experience (weekly sessions) in delivery of a diverse range of sporting, aquatic, and fitness activities to meet the needs of Medway Council sports centre customers.

Assist senior centre staff to ensure the successful day-to-day operation of the sports centre to ensure centre facilities are always in the best possible condition and ready for use by customers.

Deliver excellent customer service providing information, advice, and sales as part of reception duties when required.

Ensure complaints are dealt with promptly to ensure customers' reasonable needs are met within the remit of the centre and informing senior centre staff of the nature of any complaints

Provide first aid to customers and staff.

Ensure Safeguarding and Protecting procedures are always followed.

The successful candidate will have undertaken a Level 2 Leisure Team Member or equivalent apprenticeship including:

- Functional skills in Maths, English, and IT (when required)
- National Pool Lifeguard Qualification
- First Aid at Work
- KSB Business Admin
- KSB Leisure Operations
- Swim England Level 1 assisting
- Swim England Level 2 Teaching
- Active IQ Level 2 Certificate in Instructing Exercise and Fitness

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Sports Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at one of the following sports centre's, Medway Park, Strood Sports Centre, Hoo Sports Centre, Splashes sports centre although they may be expected to work at any location across Medway Sport facilities.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

NPLQ

First Aid

Level 1 and 2 swimming

Level 2 Gym

Functional Skills maths and english

with demonstrable 6 months experience of using this qualification to deliver activity.

Level B (in addition)

Sports Qualification Level 1

Fitness instructor CPD

with demonstrable 6 months experience of using any qualification to deliver activity

Level C (in addition)

To undertake Leisure Duty Manager standard apprenticeship or equivalent to include

Leadership, customer service, finance and management level 3

Pool Plant Level 3

Knowledge

Level A

- Good understanding of centre policy and procedure and programming.

Level B (in addition)

- Strong understanding of centre policy and procedure and programming>

Level C (in addition)

- Identifying opportunities to increase participation throughout the centre and manage expenditure, and putting forward business improvement suggestions to the centre management
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Experience

Level A

Demonstrable experience of working in a sporting environment, preferably with previous experience of supervising activity within a sports centre

Level B (in addition)

Delivering in all areas of qualifications to support service income targets and excellent customer service.

To complete an induction to customer advisor role to improve knowledge.

Level C (in addition)

Assisting centre management to introduce and deliver new programmes which reflect the interests of customers

Skills

Level A

Demonstrable ability to work within recognised procedures which leave some room for initiative, including lone working, previous experience of responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems.

Level B (in addition)

Demonstrable understanding of key roles and responsibilities of working in a sports centre

Works within defined procedures and can work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems

Level C (in addition)

To develop the management skills to provide leadership to junior staff and to take responsibility for ensuring Medway Council sports centres operate safely and securely.